

**Quarterly Summary of Provider Complaints**  
**1st Quarter 2008**

AGP

AMERIGROUP Tennessee, Inc.

Provider Type	MCO BHO Action	Count
DME (Durable Medical Equipment)	Reversed	1
Home Health	Duplicate	1
Home Health	Resolved	1
Hospital-M	Resolved	1
Hospital-M	Reversed	2
Nurse	Resolved	1
Physician-Medical	Reversed	1
Physician-Medical	Denied	1
Physician-Medical	Partial	2
Physician-Medical	Resolved	1
Transportation	Reversed	2
Total for the Quarter:		<b>14</b>

MMCC

Memphis Managed Care Corporation d/b/a TLC

Provider Type	MCO BHO Action	Count
Hospital-M	Reversed	2
Total for the Quarter:		<b>2</b>

PBST

Premier Behavioral System of Tennessee, LLC

Provider Type	MCO BHO Action	Count
RMHI(Regional Mental Health Inst	Resolved	1
Total for the Quarter:		<b>1</b>

PHP

Preferred Health Partnership of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Hospice	Reversed	1
Hospital-M	Denied	2
Physician-Medical	Denied	2
Physician-Medical	Partial	1
Physician-Medical	Reversed	2
Transportation	Resolved	1

Monday, November 10, 2008

*(Partial = favor both MCC and Provider,  
Duplicate = Previously Submitted to the MCC,  
MCC Not = Provider submitted complaint against the wrong MCC)*

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Total for the Quarter:		<b>9</b>
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TBH Tennessee Behavioral Health, Inc.

Provider Type	MCO BHO Action	Count
RMHI(Regional Mental Health Inst	Resolved	1
Total for the Quarter:		<b>1</b>

UAHC UAHC Health Plan of Tennessee, Inc.

Provider Type	MCO BHO Action	Count
Physician-Medical	Reversed	1
Physician-Medical	MCC Not	1
Total for the Quarter:		<b>2</b>

UHP Unison Health Plan, Inc.

Provider Type	MCO BHO Action	Count
Dialysis	Reversed	1
DME (Durable Medical Equipment)	Denied	1
DME (Durable Medical Equipment)	Reversed	3
Home Infusion	Denied	1
Hospice	Reversed	2
Hospital-M	Denied	5
Hospital-M	MCC Not	1
Hospital-M	Reversed	10
Lab Work	Denied	1
Physician-Medical	Denied	1
Physician-Medical	Reversed	6
Physician-Medical	MCC Not	1
Physician-Medical	Partial	3
Transportation	Denied	1
Total for the Quarter:		<b>37</b>

UPRV UnitedHealthcare Plan of the River Valley, Inc.

Provider Type	MCO BHO Action	Count
Physician-Medical	Resolved	1
Physician-Medical	Reversed	3
Total for the Quarter:		<b>4</b>

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
Hospice	Reversed	1
Physician-Medical	Denied	2
Physician-Medical	Resolved	1
Physician-Medical	Reversed	1
Transportation	Reversed	1
Total for the Quarter:		<b>6</b>

Grand Total for the Quarter

76